3. The system of Claim 1, wherein the first request identifies a need of the knowledge worker, the knowledge matrix operable to identify knowledge items associated with the need of the knowledge worker.

4. The system of Claim 1, wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need; and

a data grid operable to identify a data item associated with the selected need.

5. The system of Claim 1, wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need;

a data grid operable to identify a data item associated with the selected need;

a process cycle grid operable to store status information on a step of the identified process item; and

a data cycle grid operable to store status information on an instance of the identified data item.

6. The system of Claim 1, wherein the status information comprises:

an execution flag associated with a step of a process item; and

a data identifier associated with an instance of a data item.

7. The system of Claim 1, wherein the information source resides external to the server.

8. The system of Claim 1, wherein the server further comprises a database operable to store:

a plurality of personal profiles, each personal profile identified by a knowledge worker identifier that specifies the knowledge worker and a selected knowledge worker view; and

a plurality of default profiles, each default profile associated with a corresponding knowledge worker view.

9. **(Amended)** The system of Claim 1, further comprising a watch module **[coupled to the control module, the watch module]** operable to generate access statistics in response to the interaction between the client and the server.

10. **(Amended)** The system of Claim 1, further comprising a watch module **[coupled to the control module, the watch module]** operable to generate access statistics in response to **[the interaction]** **a knowledge management session** between the client and the server, the watch module further operable to

modify a personal profile of the knowledge worker in response to the access statistics.

11. **(Amended)** An apparatus for serving a knowledge worker, comprising:

a knowledge matrix operable to store status information on a plurality of knowledge items associated with a first request; and

a control module coupled to the knowledge matrix and operable to receive the first request from a client associated with the knowledge worker, the control module further operable to generate a second request **for the knowledge items [in response to]** **if** the status information stored in the knowledge matrix **indicates the availability of the knowledge items**, the control module further operable to receive information in response to the second request.

12. The apparatus of Claim 11, wherein the first request identifies a need of the knowledge worker, the knowledge matrix operable to identify process items and data items associated with the need of the knowledge worker.

13. The apparatus of Claim 11, wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need; and

a data grid operable to identify a data item associated with the selected need.

14. The apparatus of Claim 11, wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need;

a data grid operable to identify a data item associated with the selected need;

a process cycle grid operable to store status information on a step of the identified process item; and

a data cycle grid operable to store status information on an instance of the identified data item.

15. The apparatus of Claim 11, further comprising a watch module coupled to the control module, the watch module operable to generate access statistics in response to the interaction between the knowledge worker and the apparatus.

16. **(Amended)** The apparatus of Claim 11, further comprising a watch module coupled to the control module, the watch module operable to generate access statistics in response to **[the interaction]** **a knowledge management session** between the knowledge worker and the apparatus, the watch module further operable to modify a personal profile of the knowledge worker in response to the access statistics.

17. The apparatus of Claim 11, further comprising:

a pending module coupled to the control module, the pending module operable to identify an unavailable knowledge item; and

a pending queue coupled to the pending module and operable to store information on the unavailable knowledge item.

18. The apparatus of Claim 11, wherein the server further comprises a database operable to store:

a plurality of personal profiles, each personal profile identified by a knowledge worker identifier that specifies the knowledge worker and a selected knowledge worker view; and

a plurality of default profiles, each default profile associated with a corresponding knowledge worker view.

19. **(Amended)** A method for serving a knowledge worker, comprising:

receiving a first request from a client associated with the knowledge worker;

retrieving, from a knowledge matrix, status information on a knowledge item associated with the first request;

generating a second request **for the knowledge item [in response to]** if the status information received from the knowledge matrix **indicates the availability of the knowledge items**; and

receiving information related to the knowledge item in response to the second request.

20. The method of Claim 19, wherein the step of retrieving comprises:

relating the first request to a selected one of a plurality of needs associated with the knowledge worker;

retrieving a process item associated with the selected need; and

retrieving a data item associated with the selected need.

21. The method of Claim 19, wherein the step of retrieving comprises:

relating the first request to a selected one of a plurality of needs associated with the knowledge worker;

retrieving a process item associated with the selected need;

retrieving a data item associated with the selected need;

retrieving status information on a step of the identified process item; and

retrieving status information on an instance of the identified data item.

22. The method of Claim 19, wherein the status information comprises:

an execution flag associated with a step of a process item; and

a data identifier associated with an instance of a data item.

23. The method of Claim 19, further comprising the step of receiving a personal profile associated with the knowledge worker, the personal profile identified by a knowledge worker identifier that specifies the knowledge worker and a selected knowledge worker view.

24. The method of Claim 19, further comprising the step of generating access statistics associated with the knowledge worker.

25. **(Amended)** The method of Claim 19, further comprising:

generating access statistics associated with the knowledge worker **in response to a knowledge management session conducted by the client**; and

modifying a personal profile of the knowledge worker in response to the access statistics.

Please add the following New Claims:

--26. The system of Claim 1, further comprising:

a pending module operable to identify a knowledge item as unavailable and further operable to service the first request upon determining that the knowledge item is available; and

a pending queue coupled to the pending module and operable to store information on the knowledge item identified as unavailable.

a2

27. The apparatus of Claim 11, further comprising:

a pending module coupled to the control module, the pending module operable to identify a knowledge item as unavailable and further operable to service the first request upon determining that the knowledge item is available; and

a pending queue coupled to the pending module and operable to store information on the knowledge item identified as unavailable.

28. The method of Claim 19, further comprising:

identifying a knowledge item as unavailable;

storing information on the knowledge item;

determining that the knowledge item is now available; and

servicing the first request. --